



SEPARATION INFORMATION E-RESPONSE WEB SITE

USER GUIDE

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1 Introduction

SIDES E-Response is a website that makes it possible for employers to respond electronically to requests for information from participating state unemployment insurance agencies. This guide provides step-by-step direction for responding to requests for information about the reasons that a former worker was separated from employment, including samples of the screens that you will see when you login to E-Response and enter information related to a specific claim/individual. The E-Response system performs a comprehensive check of the information to ensure that it is complete before it is submitted. When a response is submitted, E-Response provides a confirmation number for your records.

2 Getting Started

2.1 Minimum Requirements, Credentials, and Conventions

Minimum Requirements.

The minimum system requirements to use SIDES E-Response are:

- Internet Explorer version 9.0 or higher.
- Chrome V44 or higher.
- Firefox V37 or higher.
- JavaScript must be turned on.
- A minimum screen resolution of 1024 x 768.

2.2 Credentials

Before logging into SIDES E-Response, you will need the following credentials:

- Federal Employer Identification Number (FEIN)
- State Employer Identification Number (SEIN) if used by requesting State
- Personal Identification Number (PIN)

The State Unemployment Insurance (UI) agency requesting information will provide your PIN either with the notice that requests separation information or through another avenue. Some States may assign a business one PIN for access to all requests sent to it; other states may assign a separate PIN for access to each request. If you have questions regarding credentials for logging in to E-Response, please contact the State UI agency from which you have received a request.

2.3 Conventions

This guide uses the following conventions:

[Button]: Brackets indicate a button and the button label you will see on the screen.

Hyperlink: All hyperlinks in the screen will be indicated with a bold underline.

“Area of screen”: Double quotes indicate headers or some other specific area of a particular screen.

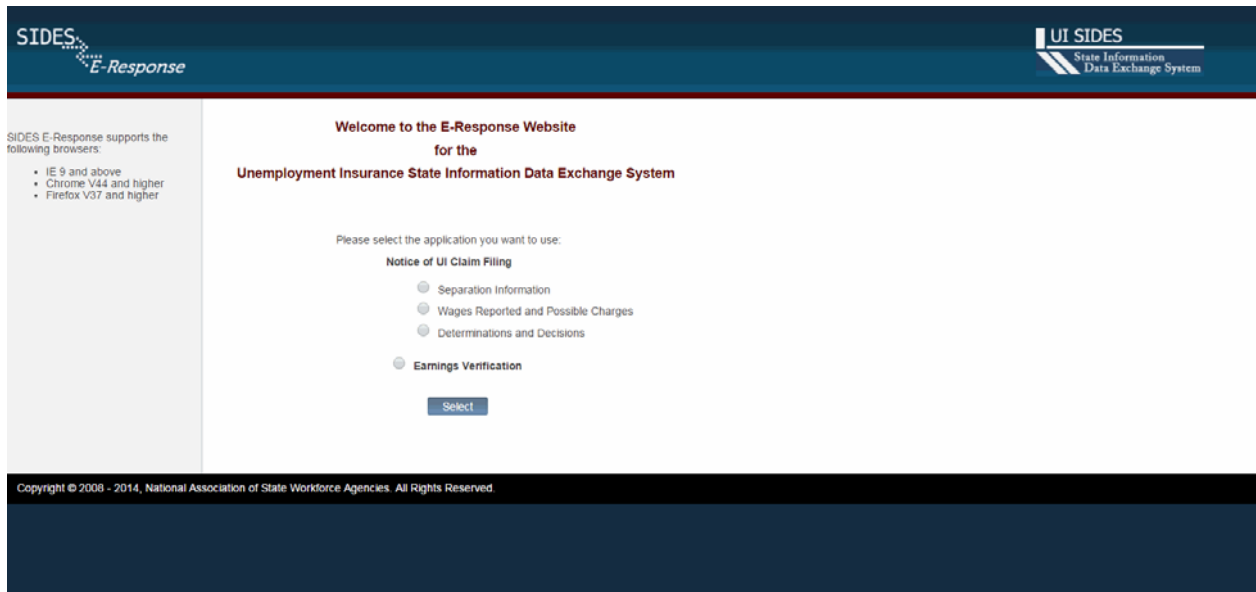
SMALL CAPS: Screen titles are shown in SMALL CAPS.

3 Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (Internet Explorer, version 9.0 or higher required)
- Go to <http://uisides.org>

The screen shown below will appear.



On the WELCOME screen, select Separation Information, and click the [Select] button.
The screen shown below will appear.

On the LOGIN screen, do the following:

- Select the appropriate State from the drop-down list;
- Enter your Federal Employer Identification Number (FEIN) without dashes or other punctuation;
- Enter your State Employer Identification Number (SEIN) without dashes or other punctuation;

Note: If a State UI agency does not use a State Employer Identification Number, the SEIN is not required and no SEIN box will be displayed on the Login screen;

- Enter the PIN provided to you by the requesting State UI agency, and

Note: PINs are case SenSitive

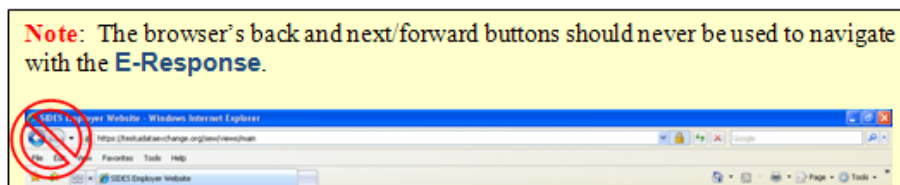
- Click the [Login] button.


If the login is unsuccessful, first try again, being very careful with your key strokes. If you continue to have a problem, either your credentials are incorrect or there are no separation information requests pending at this time. Contact the requesting State UI agency if you received a notice that a separation request is pending and you cannot log into the system to enter your response.

4 Features Included in Multiple Screens

- Identifying Information. Your FEIN and SEIN (if used) will be displayed in the upper right portion of the screens.
- Information Bar. A vertical section on the left side of the screen provides specific instructions to help you navigate specific pages.
- Site Navigation Buttons. At the bottom of most pages you will find the following buttons:
 - [Back]—saves your work and takes you to the previous page.
 - [Cancel]—deletes data from the screen, and you remain on the same page.
 - [Save]—saves data entered and runs validations, but you remain on the same page.
 - [Main Menu]—does not save data entered, and returns you to the Separation Information Requests page.
 - [Next]—saves data entered and moves to the next page.
 - [Go]—a drop down menu allows you to select and jump to a particular page.

Note: Using the browser navigation button to go back or go forward will **NOT** ensure the proper functioning of the site and could cause you to lose work.



- Sign Out Button. The [Sign Out] button located in the upper far-right portion of each page will log you out of the E-Response website. Be sure you have saved your work before signing out.
- Help Icon.  This symbol indicates help is available for the particular field where it is found. Simply mouse over the icon to see the help text.
- Screen Identification Number. The number in the bottom right corner of each screen identifies it. Should you have questions or problems with a particular screen/page, please refer to this screen number when contacting your State UI agency.

- Standard Web Interface Features. Many pages include navigation and functions that are common on most websites, including clickable radio buttons, check boxes, drop-down menus, and text fields. Remember to use only the navigation features built into the site. Using browser navigation features to go back, forward, or print could cause you to lose your work.

5 Separation Information Requests Screen

After logging in to E-Response you will see the pending separation information request or requests that are associated with the PIN that you entered. A sample screen is shown below.

FEIN: 111111111
SEIN: 111111111

[Sign out](#)

Search by SSN: (Omit Dashes)

[Users Guide](#)
[Help with E-Response](#)

Select a Separation Information Request to create a response and/or view/print. Or, select a Separation Information Response to edit, delete or view/print.

Select **"Create Response"** to begin a response.

Select **"Edit Response"** to edit information to a response that has not yet been submitted.

Select **"Delete Response"** to delete a response that has not yet been submitted.

Select **"Create Amendment"** to change a response that has already been submitted.

Select **"Edit Amended Response"** to edit information on an amendment in progress.

Select **"Delete Amended Response"** to delete an amended response that has not yet been submitted.

Note: Requests remain on the SIDES E-Response Website for 35 days.

Announcement from the State: This message is from State Test
Announcement: Welcome to UI SIDES E-Response. SIDES E-Response supports the following browsers:

- IE 9 and above
- Chrome V44 and higher
- Firefox V37 and higher

Please Note: The system has regularly scheduled maintenance from 12:00:01 AM ET Sunday - 04:00:00 AM ET Sunday. You should not work on your responses during this window as the system may go down unexpectedly.

Separation Information Requests

Separation Information Requests for PIN:

Order by:

SSN: 560-34-8476 Name: Wilson, Jim Date Due: 11:59 PM Eastern on 08/01/2016	Response Status: Not Started <input type="button" value="Create Response"/>	View/Print	
SSN: 560-34-8477 Name: Wilson, Andy Date Due: 11:59 PM Eastern on 08/01/2016	Response Status: Not Started <input type="button" value="Create Response"/>	View/Print	
SSN: 560-34-8478 Name: Wilson, Brian S Date Due: 11:59 PM Eastern on 08/01/2016	Response Status: Not Started <input type="button" value="Create Response"/>	View/Print	
SSN: 560-34-8479 Name: Wilson, Charlie Date Due: 11:59 PM Eastern on 08/01/2016	Response Status: Not Started <input type="button" value="Create Response"/>	View/Print	

No separation requests found for other PINs.

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At the top left is a “Search by SSN” box. If the list of pending requests is lengthy, you can locate a specific request by entering the SSN to which it relates in this box and clicking [Search].

The list shows each claimant’s name, SSN, and the date and time that the separation information response is due to the requesting state. It is important that each response be submitted by its due date to ensure that the information can be used to determine whether the individual is eligible for unemployment benefits. **Not responding by the due date by adversely affect your account.**

Response Status Buttons. The buttons shown for each pending request indicates its status.

- If the response has not yet been started, the button will show [Create Response]
- If the response is in progress, you can choose the buttons [Edit Response] or [Delete Response]
- If the response has been submitted, the button will show [Create Amendment].
- **Requests will on remain on the website for 35 days after the request date.**

5.1 Creating a Response

This section takes you step-by-step through the process of creating and submitting a response. At any point in the process, you can save your work and come back to it later. When you login to work on it later, click the [Edit Response] button which will take you back to the beginning of the response pages. You also have the option of deleting all of the information that you have entered and starting fresh by clicking the [Delete Response] button.

Note: Only a limited character set (numbers and letters) may be keyed into text fields. Use care when cutting and pasting from other applications, such as Microsoft Word. Invisible characters such as a paragraph symbol may be pasted into the text field that will cause an error message to be displayed.

To begin work on a response, click [Create Response]. You will then see the **CLAIMANT AND EMPLOYER IDENTIFICATION** page. A sample is shown below.

Rest of Page Intentionally Blank

SIDES

E-Response

SC

SOUTH CAROLINA

DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 111111111

SEIN: 111111111

Sign out

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim

Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Claimant and Employer Identification

Requesting State

State: CA

Agency: Park Oaks

Phone: 6085264400

Fax: 6085269394

Claimant Provided Information

SSN: 560-34-8476

Name: Wilson, Jim

Other Last Name Used:

State Claim Number: 388620

Benefit Year Begin Date: 2010-07-22

Type of Claim: New Initial Claim

Employer Information

Employer Name: JC PENNEY COMPANY INC

State Employer Account Number: 0065560

Federal Employer Identification Number: 794741844

Employer Type: Last Employer

Information of Record

Check here if employer Information is incorrect

Check here if the claimant worked under any other SSN or Name

Employer Status

Check here if claimant did NOT work for this employer

Check here if TPA receiving this request does NOT represent this employer

Cancel

Save

Main Menu

Next >

Go to Page

Claimant and Employer Identification

Go

TPA = Third Party Administrator

Users Guide

Help with E-Response

* indicates a Required Field

Please review Claimant and Employer Identification information and enter any corrections.

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3.0

This page includes a series of pre-populated fields including “Requesting State” information and “Claimant Provided Information.” This information cannot be changed.

“Employer Information” is also pre-filled; however, if “Claimant Provided Information” or “Employer Information” is incorrect, you may supply corrected information. Select the checkbox(es) next to “Check here if employer information is incorrect” and/or “Check here if the claimant worked under any other SSN or Name”.


Immediately below this section, there is an opportunity to check a box indicating that the request has been sent to you in error either because the individual did not work for your business or, if you are a Third Party Administrator (TPA), that you do not represent the employer for whom the individual worked.

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UI SIDES
 State Information
 Data Exchange System

After completing the **CLAIMANT AND EMPLOYER IDENTIFICATION** page, click [Next] to continue your response. If you selected a check-box to provide corrected “Claimant Provided Information” or “Employer Information”, the **CLAIMANT AND EMPLOYER IDENTIFICATION CHANGE** page is displayed. Enter information into the “Corrections (if different)” fields and the changed data will be routed to the appropriate State UI agency for review and handling.

SIDES
E-Response


SOUTH CAROLINA
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 111111111
SEIN: 111111111

Sign out

[Users Guide](#)

[Help with E-Response](#)

* indicates a Required Field

Please review Claimant and Employer Identification information and enter any corrections.

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim
Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Claimant and Employer Identification Change

Claimant Information

Information of Record

SSN: 560-34-8476

Corrections(if different)

Claimant Name used to file claim: Wilson, Jim

Other Name Used:

Employer Information

Information of Record

Employer Name: JC PENNEY COMPANY INC

Corrections(if different)

State Employer Account Number: 0065560

Federal Employer Identification Number: 794741844

< Back

Cancel

Save

Main Menu

Next >

Go to Page
Claimant and Employer Identification Change
Go

TPA = Third Party Administrator
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3.2

Rest of Page Intentionally Blank

The **PREPARER INFORMATION PAGE** is the next page to be filled out in the separation response sequence. Enter the information about the entity and person preparing the response. After reviewing/completing this page, click [Next].

SIDES

E-Response

dew

SOUTH CAROLINA
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 111111111

SEIN: 111111111

Sign out

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim
Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Preparer Information

* indicates a Required Field

TPA = Third Party Administrator

*Who is providing this response?

If the preparer is a TPA, what is the TPA company name?

*Name of the person preparing this response:

*Job title of the person preparing this response:

*Preparer's telephone number plus extension: (Only digits, omit parenthesis, dashes or spaces)

*Preparer's e-mail address:

Preparer's Fax number: (Only digits, omit parenthesis, dashes or spaces)

Enter Information:

☐ Employer ☐ TPA

< Back

Cancel

Save

Main Menu

Next >

Go to Page

Preparer Information

Go

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3.3

Rest of Page Intentionally Blank

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UI SIDES
State Information
Data Exchange System

If there are any attachments on the request for separation, the **ATTACHMENTS FROM UI AGENCY** page is displayed. Attachments may be informational only or actionable. Click the [Download] button to retrieve any attachments. A sample of the **ATTACHMENTS FROM UI AGENCY** page is shown below.

SIDES E-Response **dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE** FEIN: 111111111 SEIN: 111111111 Sign out

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim
Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Attachments from UI Agency

Informational only attachments:

Document Name	Document Extension	Size	
16000Characters.tif	RTF	5,840	Download

< Back Main Menu Next >

Go to Page Go

Users Guide
Help with E-Response
* indicates a Required Field
Enter any additional or corrected information.
Documents may be attached to this Separation Information Request.
Note: Some documents may require your response.
Note: Selecting the **BACK**, **NEXT** or **GO** buttons will **SAVE** the data entered before moving away from this screen. Saved data can be changed later if necessary. If you do not want to save the data entered on this screen, press the **CANCEL** button before selecting **BACK**, **NEXT** or **GO**.

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After reviewing/completing this page, click [Next] which takes you to the **EMPLOYMENT INFORMATION** page. You will enter information about the claimant's employment and earnings with your business on this page, a sample of which is shown below.

Rest of Page Intentionally Blank

If after you begin answering the questions, you decide that another reason may be more accurate, you may go back and change the reason selected. If you do so, you will see the **CHANGE REASON FOR SEPARATION** page asking you to confirm the change and warning that your answers to the questions related to the prior reason will be deleted.

The screenshot displays the SIDES E-Response interface. The header includes the SIDES E-Response logo, the South Carolina Department of Employment and Workforce (dew) logo, and user identification numbers (FEIN: 111111111, SEIN: 111111111) with a 'Sign out' button. A left sidebar contains links for 'Users Guide' and 'Help with E-Response', along with a 'Warning' message about changing separation reasons. The main content area is titled 'Change Reason For Separation' and contains the following text: 'You have chosen to change the Reason for Separation selected. The Reason for Separation determines the follow-on questions asked. Responses to questions pertaining to the Reason for Separation being changed will be deleted.' Below this, it asks 'Do you want to continue?' and provides 'Cancel' and 'Continue' buttons. The footer shows copyright information (© 2008 - 2014, National Association of State Workforce Agencies) and a version number (6.1).

After entering this information, click [Next] which will take you to the **ADDITIONAL SEPARATION INFORMATION** page.

Rest of Page Intentionally Blank

SIDES

E-Response

dew

SOUTH CAROLINA

DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 111111111

SEIN: 111111111

Sign out

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim

Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Additional Separation Information

Claimant reported return to work date:

2016-08-06

Does the claimant have reasonable assurance of returning to work?

☐ Yes
 ☐ No

If yes, what date do you expect the claimant to return to work?

If the claimant is still doing some work, is the claimant working all available hours?

☐ Yes
 ☐ No

If no, why isn't the claimant working all available hours?

* Will the claimant receive any of the following compensation on or after the last day of work:

Severance	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Separation Pay	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Vacation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Holiday	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Profit Sharing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Wages In Lieu of Notice	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Back Pay	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Bonus Pay	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Residual Pay	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Commissions	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sick Pay	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Disability	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Not Listed Above	<input type="checkbox"/> Yes	<input type="checkbox"/> No

* Will or is the claimant receiving a company pension?

☐ Yes
 ☐ No

< Back

Cancel

Save

Main Menu

Next >

Go to Page

Additional Separation Information

Go

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5.0

On this page you are asked to provide return to work information and specify if the claimant will receive any of the following compensation on or after the last day of work. Below are the compensation types available to you.

Severance	Back Pay
Separation Pay	Residual Pay
Vacation	Commissions
Holiday	Sick Pay
Profit Sharing	Disability
Bonus Pay	Not Listed Above
Wages In Lieu of Notice	

Please also specify if the claimant is receiving a company pension.

After completing the **ADDITIONAL SEPARATION INFORMATION** page, click [Next] which will take you to the **COMPENSATION AFTER SEPARATION** – page(s) for the remuneration types that were selected. Note that **COMPENSATION AFTER SEPARATION** pages are only displayed if you selected “Yes” to a compensation type or company pension. A sample **COMPENSATION AFTER SEPARATION** page is below.

SIDS E-Response **dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE** FEIN: 111111111 SEIN: 111111111 Sign out

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim
Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Compensation After Separation - Severance

Severance

* Was the severance pay allocated to a specific period of time? ☐ Yes ☐ No ?

If Yes - What is the beginning date for the severance pay allocation? ?

- What is the ending date for the severance pay allocation? ?

* What is the frequency of the claimant's severance pay after separation? Select One ?

* What is the amount of the severance pay per period? ?

* What date will or was the severance pay paid? ?

< Back Cancel Save Main Menu Next >

Go to Page Compensation After Separation - Severance Go

Users Guide
Help with E-Response
* Indicates a Required Field
Enter all applicable information using the space provided.
N/A: Not Available
Please select **SAVE** to view any newly required fields due to data input into the system since the last SAVE.
Note: Selecting the **BACK, NEXT** or **GO** buttons will **SAVE** the data entered before moving away from this screen. Saved data can be changed later if necessary. If you do not want to save the data entered on this screen, press the **CANCEL** button before selecting **BACK, NEXT** or **GO**.

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After completing all the questions related to compensation after separation, click [Next] which will take you to the **COMPENSATION AFTER SEPARATION SUMMARY** page. You may select an individual compensation after separation, and edit or delete it from the summary page.

Rest of Page Intentionally Blank

After attaching any supporting documents click [Next] to go to the **SUBMISSION** page. A sample is shown below.

The screenshot shows the SIDS E-Response interface. The header includes the SIDS E-Response logo, the South Carolina Department of Employment and Workforce logo, and user information (FEIN: 111111111, SEIN: 111111111) with a Sign out button. The main content area is titled 'Submission' and displays response details: 'Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim', 'Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014'. Below this is a 'View/Print' link. At the bottom of the main area are three buttons: '< Back', 'Main Menu', and 'Submit to State'. The 'Submit to State' button is grayed out. A left sidebar contains a 'Users Guide' link and a 'Help with E-Response' section with instructions on how to submit a claim and how to make corrections. The footer shows copyright information from 2008 to 2014 and a version number '19.0'.

The [Submit to State] button will be grayed out until the system has determined that the Separation Response is fully compliant with the data input validation and business rules.

If there are errors with the business or validation rules, you will see links on this screen displaying the screen and field name in question. See SUBMISSION screen with errors below.

Simply click on the link in order to be directed to the screen and error.

Rest of Page Intentionally Blank

SIDES E-Response **dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE** FEIN: 111111111 SEIN: 111111111 [Sign out](#)

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim
Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Submission

[View/Print](#)

Please correct the following errors:
Compensation After Separation - Disability - Remuneration Amount In Period is required

[< Back](#) [Main Menu](#) [Submit to State](#)

Users Guide
Help with E-Response

Please view your Notice of UI Claim, Wages Reported and Possible Charges Response. If correct, click on the Submit button to send the Notice of UI Claim, Wages Reported and Possible Charges to the State Unemployment Insurance office. You will receive a confirmation number on successful submission.

If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.

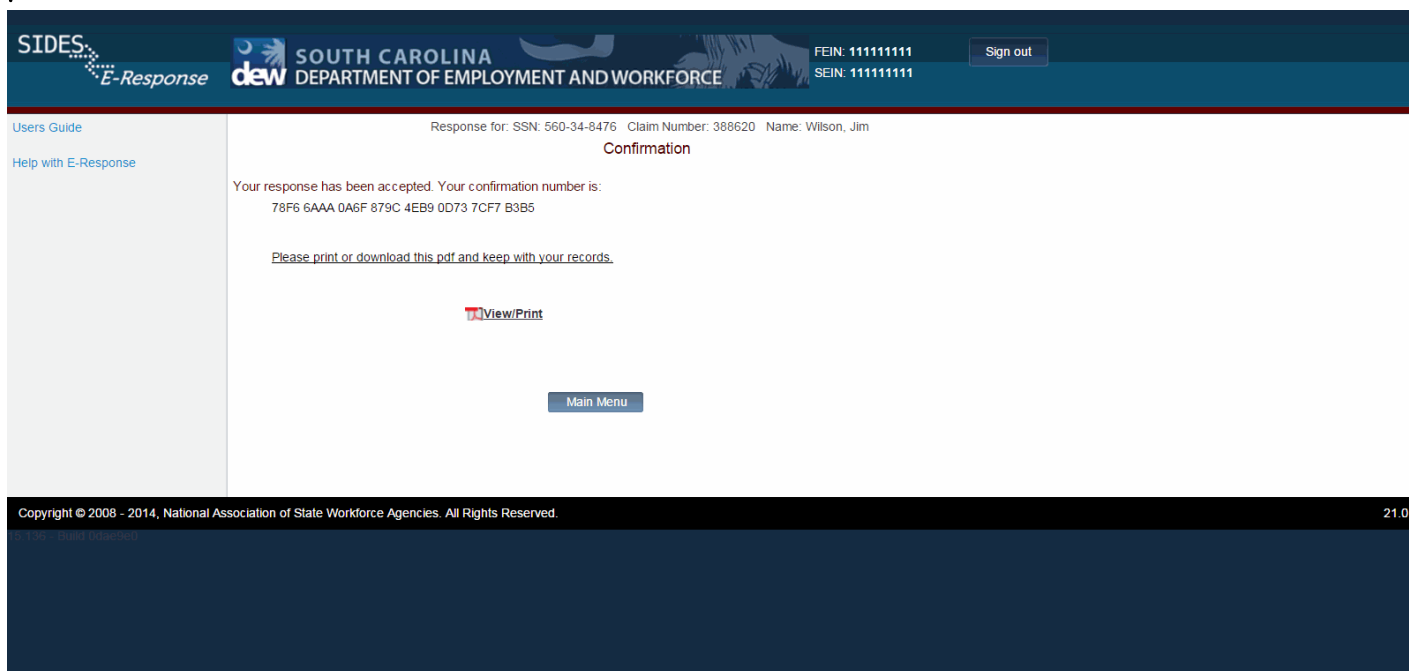
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When the Separation Response has been successfully validated, you can submit it to the State UI agency.

You may print the Separation Response at any time by clicking the [View/Print](#) link. It will display in Adobe PDF format and can be printed from an Adobe Acrobat reader. You will be able to see all information you entered up to the time of printing as well as the information on the Separation Request.

As with other important steps in the editing of a Separation Response, a warning screen will appear to make sure you are fully prepared to submit to the State.

After you click [Submit] you will see a **CONFIRMATION** page, sample below, which provides your confirmation number. Keep this confirmation number in your files. The confirmation number will also appear at the top of the PDF under the [View/Print](#) link. We strongly recommend you print a copy of your submission for your records. You may also save an electronic copy of the PDF document; however the PDF document is deleted from the web site after 35 days.



6 Amending a Submitted Response

After you submit a response, it remains on the SIDES E-Response website for 35 days from the date of the request; during that period you can correct the response or add additional information.

However, any changes made to the response after the due date for submission to the requesting state agency may or may not be used in determining the individual's eligibility for unemployment benefits depending on state policy.

To amend a response, log-in to E-Response using the appropriate PIN (either a permanent PIN issued by the state to which the response was submitted or a one-time PIN linked to the request for which the response was submitted.) Identify the case on the SEPARATION INFORMATION REQUESTS page and click [Create Amendment]. You will then see the same series of screens that were presented when you created your submitted response. Make whatever changes are needed on those screens. Before submitting the Amended Response, you will be asked to explain why you are amending your previous submission and what has changed. See sample AMENDED RESPONSE page below.

SIDES

E-Response

dew

SOUTH CAROLINA
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 111111111
SEIN: 111111111

Sign out

Response for: SSN: 560-34-8476 Claim Number: 388620 Name: Wilson, Jim
Request Date: 07/15/2016 Date Due: 08/01/2016 Claim Effective Date: 07/22/2014

Amended Response

Amended Response Number1

* Why is the response being amended and what changed?

< Back

Cancel

Save

Main Menu

Next >

Go to PageAmended ResponseGo

Users Guide

Help with E-Response

* Indicates a Required Field

Enter all applicable information using the space provided.

Note: The Back, Submit and Go buttons will act as an implicit Save. If you do not want your data saved, please press Cancel before selecting Back, Submit or Go.

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Rest of Page Intentionally Blank

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UI SIDES
State Information
Data Exchange System